



Counseling Services

Client Attendance, Transition, and Discharge Policy

Attendance:

The Mental Health Association's Counseling Service program provides ongoing Therapy and Medication Management to clients as appropriate. To ensure proper services are rendered, the provider and client are to meet on an agreed upon regular schedule. This may be on a weekly, biweekly, monthly, or semi-annually basis based on client need and service provided.

The Mental Health Association understands client's need to miss appointments due to life circumstances beyond the client's control. It is asked that all clients call MHA to cancel/reschedule any appointments which cannot be kept as soon as the client is aware of the need to cancel. Any notice given less than 24 hours prior to the appointment may be considered a missed appointment.

Any client who misses two consecutive appointments without 24-hour notice will be taken off of the schedule and will receive an interest letter. This letter is to inquire about the client's continued interest in receiving services. It will be the client's responsibility to respond to the letter by calling and making a new appointment. A treatment contract may be requested by the provider at this next appointment; this is an agreement between the client and provider outlining treatment frequency and procedures to follow if an appointment needs to be rescheduled. Clients who have three missed appointments (less than 24 hours-notice or a no-show) within a two-month timeframe may also be placed on a Treatment Contract.

If the client does not respond to an interest letter, or does not adhere to the provisions within the Treatment Contract, an administrative discharge may be completed. An administrative discharge closes the client to services with the provider. The client may call and request to be placed back on the referral list, and will be reassigned a therapist as openings allow. It is not guaranteed that the client will be placed with the same provider.

Transfer/Transition:

Clients and providers collaborate on treatment progress and goals to include assessment of needed level of care. This collaboration can lead to the transfer and/or transition to a different provider, service, or service level. Clients may be recommended and assisted to increase or decrease the level of care, to include frequency of visits, as clinically appropriate. Clients may also request to transfer to another provider based on clinical needs. Providers will work with clients to ensure clinical needs are met to ensure progress with treatment goals.



Discharge:

Client treatment can be terminated for three main reasons. These reasons are listed below

- 1) **Client request**- when a client no longer requires the service. Can be terminated by talking with your provider. Clients are eligible to be placed back on the referral list for re-connection at any time in the future.
- 2) **Administrative Discharge (eligible to return)**- when a client does not adhere to policies of attendance and financial obligations. Clients are eligible to be placed back on the referral list for re-connection at any time in the future; client may be required to pay any balance left prior to re-connection
- 3) **Administrative Discharge (non-eligible to return)**- when a client presents as a danger to staff, other clients, or agency due to non-adherence with policy/procedures regarding safety (weapons, violence, drugs). Violations of this nature may result in immediate termination of services without client ability to return; however, MHA will assist clients by providing recommendations for connection elsewhere within the community.

I have reviewed and understand the above information:

Client Name: _____

Client and/or Parent/Legal Guardian Signature

Date

Staff Signature

Date